

**HUMANA.**

Insured by Humana Wisconsin Health
Organization Insurance Corporation

HUMANA-EASTERN REGION PREMIER PROVIDER NETWORK

111 W PLEASANT STREET**Milwaukee, WI 53212-0359****800-4HUMANA (800-448-6262)**

Type of Plan Health Maintenance Organization (For Profit)
Total Number of Members 10,547
Years of Operating Experience 15 years
Total Number of Primary Care Physicians (PCPs)..... 1141
Percentage of PCPs Accepting New Patients..... 85%
Percentage of Board Certified Specialty Care Physicians 84%
Number of Urgent Care Facilities 21
Number of Dentists Provider of your choice
Percentage of Dentists Accepting New Patients Not applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	Please refer to the Humana Member Handbook insider your provider directory for more detailed information. Most specialists do NOT require a referral. Network Chiropractic and Behavioral Health providers do NOT require a referral. Referrals are required for therapy services, members of St. Joseph's IPA, and all other members visiting specialists in dermatology, genetics, infertility, oral surgery, otolaryngology (E.N.T.), neuropsychology and plastic surgery.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim you will receive an Explanation of Medicare Benefits (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
Prescription Drug Policy	The Prescription Drug benefit is administered through Human Drug formulary, which includes over 850 drugs. A physician may request authorization in writing to cover a non-formulary drug; authorization may be granted based on documented medical necessity. Request a 2002 Provider Directory for more information.
Dispensing Policy	Prescriptions are dispensed in a maximum 34-day or 1-month supply, including oral contraceptives. Authorization for multiple refills at one time for travel purposes may be obtained by the pharmacy contacting Humana's Pharmacy Services Dept.
Mail Order	Effective January 1, 2002, Humana will have a mail order. For more information please refer to either the Humana Member Handbook inside your provider directory, visit the Humana website at www.humana.com , or call Customer Service at 1-800-4Humana (800-448-6262).
Disposable Diabetic Supplies Procedure	Disposable supplies must be purchased from a plan pharmacy. If durable medical equipment is purchased from a plan pharmacy, you must pay the entire cost and submit the claim to the plan for reimbursement of charges in excess of the 20% coinsurance.
Outpatient Mental Health Network/Policy	When you use a Humana network provider, a referral is not required. Simply call toll-free our 24-hour, 7-day a week access line: 877-948-6262 for authorization and provider recommendations.

ADDITIONAL INFORMATION

24-Hour Nurse Line	A 24-hour, 7-day a week medical information line is available to all Humana members. Shortly after enrollment you will receive the toll-free number so you can call a registered nurse to help you assess your symptoms.
PCP Restrictions	You, and each family member, can select any primary care physician from our Network.
Dental Benefits If Provided	100% preventative care; 50% basic care; SELECT YOUR OWN DENTIST; 50% orthodontic coverage up to individual ortho benefit maximum of \$1200, with coverage limited to each covered dependent child. Please call toll-free 1-800-233-4013 if you have any questions about Dental claims.

Counties in Service Area	Hospitals in County*	Major Providers in County *
Fond du Lac	St. Agnes Hospital	Refer to Provider Directory
Kenosha	Kenosha Hospital & Medical Center St. Catherine's Hospital	Refer to Provider Directory
Manitowoc	Holy Family Memorial Medical Center	Refer to Provider Directory
Milwaukee	Children's, Columbia, Froedtert, St. Francis, St. Joseph, St. Mary's, St. Michael, St. Joe's Bluemound	Refer to Provider Directory
Ozaukee	St. Mary's Hospital – Ozaukee	Refer to Provider Directory
Racine	St. Luke's Hospital St. Mary's Medical Center	All Saints Medical Group
Rock	Beloit Memorial	Refer to Provider Directory
Sheboygan	St. Nicholas Hospital	Physicians' Health Network at Sheboygan
Washington	St. Joseph Community Hospital	. West Bend Clinic
Waukesha	Community Memorial, Elmbrook Memorial, Waukesha Memorial, Memorial Hospital – Oconomowoc	Medical Associates Health Centers, Waukesha/Elmbrook Health Care Refer to Provider Directory

Humana on the Web: Use the secure Member Self-Service Center to get the information you want, when you want it: New ID Cards, claim information, pharmacy information including a drug library, RX history, and mail order.

For questions during Dual Choice enrollment, please call our Open Enrollment Hotline toll-free at 1-888-EZENROL (1-888-393-6765) between 7 a.m. and 7 p.m. TDD services available at 1800-526-0844.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.

HMO providers submit claims directly. However, if you do receive a notice of a claim, it should be sent directly to:

Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601